



Making the Process Visible in Banking

This workshop is designed to provide the knowledge and tools, skills and techniques of various types of flow charting. Through this workshop participants will gain a common understanding of the processes your organization uses every day including branch management, commercial lending, consumer lending, trust management, collections. This workshop will reveal numerous improvement opportunities that lay hidden in your company and show participants how making a few key improvements in work flow can bring dramatic reductions in cost and improvements in profitability.

Topics include:

- Why make the process visible?
- Types of flow charts
- When to use which type of flow chart
- Analyzing flow charts
- Identifying improvement opportunities

Workshop Objectives:

Participants completing the workshop will

- See how different processes work within the larger company system.
- Develop a common language when dealing with a project or process.
- Be able to identify where the process begins and ends – process boundaries
- Be able to identify the key steps and decisions
- Be able to see the impact of individual processes on each other
- Break large issues into manageably sized problems.
- Be able to examine each process for improvement opportunities

Course Format:

The workshop is approximately 4 hours in length. Participants bring in real-life processes and learn how to apply flow charting to them. The workshop is very interactive with participant work groups working to solve real problems.

Who Should Attend:

The course is designed for employees at any level from any function including commercial loans, consumer banking, underwriting, and branch operations.

Prerequisites: None

Equipment Requirements:

U-shaped table in main room with breakout areas with flip charts available for teams.

Scheduling Information:

To schedule a workshop contact Anna Vanwagner at avanwagner@mca or telephone (810) 232-9797.